



Online Information and Ordering – E-Portal User Manual



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Overview

Online Information and Ordering

The E-Portal is the online information and ordering platform from Bosch Packaging Services. The portal contains customised as well as machine specific spare parts data, allowing transparent flow of information and thus simplifying the ordering process and increasing the efficiency of your spare parts logistics. If required, all members of staff involved in ordering spare parts can be provided with a logon to access the portal. Detailed spare parts information and direct ordering facilities are available around the clock and in several languages. Thanks to diverse interfaces the E-Portal can communicate with various purchasing catalogue systems such as ERPs or SAP® applications.

This brochure contains all you need to know for optimal use of the E-Portal. Screenshots guide you through the handbook and provide details on navigation and page content. Some useful tips are given at the bottom of the page.

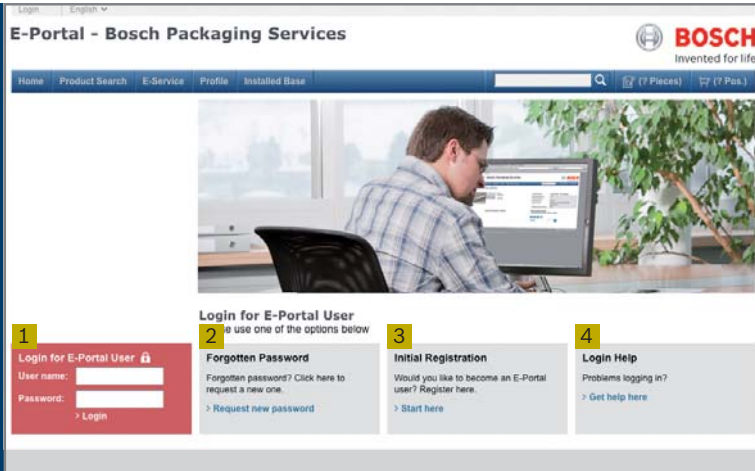
Your benefits at a glance

- ▶ Online information and ordering around the clock
- ▶ Customised spare parts lists
- ▶ Detailed spare parts information
- ▶ Transparency on cost and availability
- ▶ Optimisation of logistics and storage costs

Content and Functionality

Introduction	The E-Portal is the online information and ordering platform for spare parts. It provides you, around the clock, with an overview of all products relevant to your needs. Several staff members at a company location may have personal access to the E-Portal.
2 Overview	
3 Content	
4 Logging on to the E-Portal	
Online Information	Up-to-date information on prices, availability and products is available at any time. Searching for spare parts is fast and easy. Spare parts may be marked on a memo for future orders or maintenance projects.
5 Welcome to the E-Portal	
6 Search	
10 Search Result	
12 Memo	
Online Order and Request	Your order is processed via a basket. You also have the option to request a written quotation directly. Orders as well as any quotes can be found by selecting the E-Service tab. All orders and quotes within the last 24 months can be viewed here as well by product.
13 Basket	
15 E-Service	
Settings	The profile tab is used to manage your E-Portal settings. You can find the installed base at your company location under the appropriate tab. If required, baskets may also be transferred to your internal ERP or purchasing catalogue system.
16 Profile	
17 Installed Base	
18 Additional Functions	
Personal Data	
19 Notes	

Logging on to the E-Portal



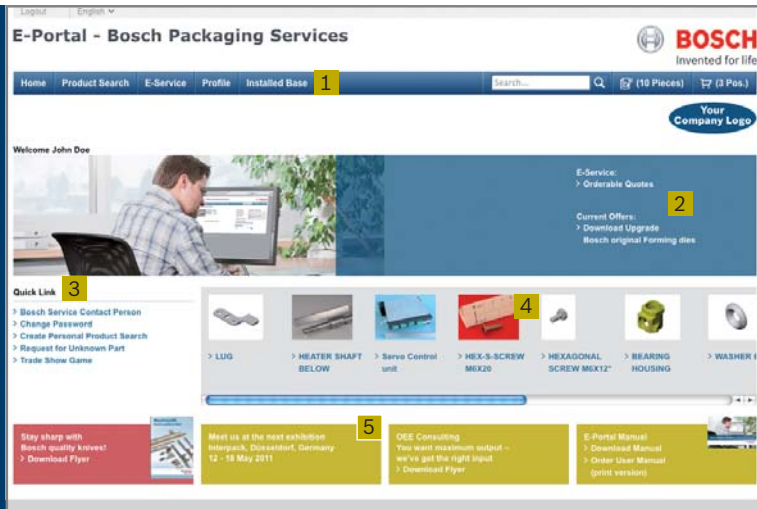
- 1 Login for existing E-Portal users: Please enter your username and password. Your username is your e-mail address.
- 2 Request new password: Should you forget your password, you can request a new one here. The password will be sent to you by e-mail.
- 3 Initial registration: To request a new E-Portal logon for yourself or a colleague.
- 4 Login help.

You can access the E-Portal via the website of Bosch Packaging Services: www.boschpackagingservices.com. Here you can use the login screen to log in.

As a new user you can log in using the initial registration form. After confirming your e-mail address your user account is linked to your company location. For security reasons, this process is conducted manually and may take some time. Following this procedure, you will receive your personalised E-Portal access which enables you to enter your password and set your user-specific interface. Please note the password rules as laid out in the E-Portal and memorise your access data.

Tip: We recommend that you save our quick start link in your list of favourites: www.boschpackaging.com/ePortal

Welcome to the E-Portal – Home

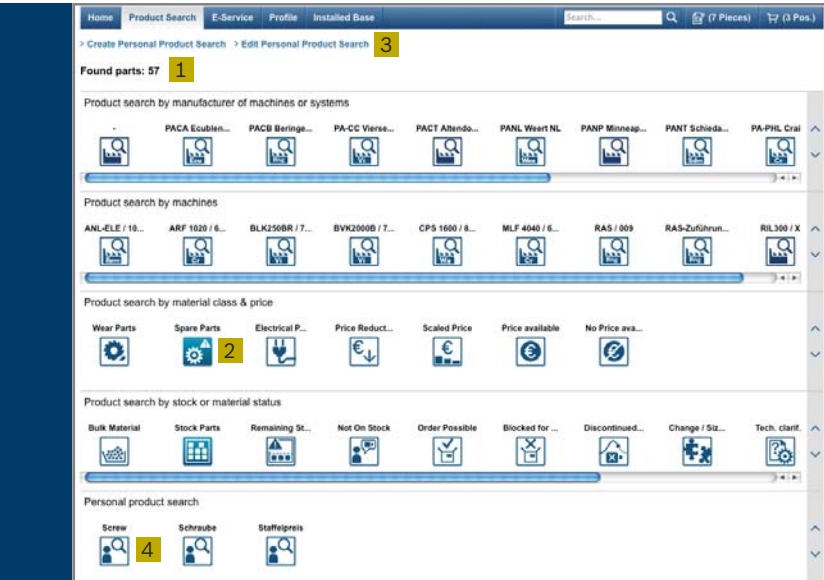


On the E-Portal all spare parts relevant to your installed base are compiled and continuously updated. You can search for products, compile memos, get quotes for complete baskets and place orders. The list beside shows all functions and information available on the E-Portal Home page.

- 1 Main Navigation – Home (page 5), Product Search (page 6), E-Service (page 15), Profile (page 16), Installed Base (page 17), Quick Search (Tip page 6), Memo (page 12), Basket (page 13).
- 2 Requests and latest offers.
- 3 Quick link to important information.
- 4 Recently viewed products.
- 5 Information on general service-related issues and new service products.

Tip: For a customised display we can integrate your company logo into the E-Portal. Please e-mail your logo to: eportal.pa-cs@bosch.com

Search – Product Search



- 1 Number of products (dependent on selected search criteria).
- 2 Selection of search criteria, e.g. Spare Parts and Stock Parts.
- 3 Save and manage personal product search.
- 4 Saved personal product searches.

Product search offers predefined search options, for example, search by a particular machine type or manufacturer. The search criteria may be freely combined by clicking on them. To deselect any search criteria, click on them again.

Please note: It is possible to save a personal product search which you can then use or edit at a later date (see page 7). Other E-Portal users of your company location can use these product searches.

Tip: You can also find products via Quick Search. To do this, enter some of the following information: Bosch part number, catalogue part number, your part number or description. When using the Quick Search function, it is sufficient to enter partial words or part numbers. To terminate the search, delete the search term and click on the magnifying glass icon.

Search – Personal Product Search

The screenshot shows the Bosch E-Portal search interface. The top navigation bar includes 'Home', 'Product Search', 'E-Service', 'Profile', and 'Installed Base'. The main search area is divided into several sections:

- Search Criteria (Left):**
 - Bosch Part No.:** Empty field.
 - Catalogue Part No.:** Empty field.
 - 1 Description:** Contains the text 'screw'.
 - Your Part No.:** Empty field.
 - 2 Price:** Includes options for 'No filter', 'Price reduction!', 'Scaled price', 'Price available: On the E-Portal potential reduction', and 'No price available'.
 - Material status:** Includes options for 'No filter', 'Order possible', 'Blocked for sales', 'Discontinued line', 'Interchange part / Size part', and 'Technical clarification required, sales is blocked'.
 - Machine:** Includes options for 'No filter', 'AHL 8LE / 10000L', 'AHL 1020 / 63835204', 'BLK2508R / 710793M50', 'BVK2000R / 710712M50', 'CPH 1800 / 8100715454', and 'MLF 4040 / 63835208'.
- Search Results (Right):**
 - Material class:** Includes 'No filter', 'Normal Machine Part', 'Wear Part', 'Spare Part', and 'Electrical Part'.
 - 3 Stock status:** Includes 'No filter', 'Bulk Material', 'Stock Material (managed with safety stock)', 'Spare part with remaining / special stock', and 'not on stock (produced/acquired on customer req)'.
 - Material key:** Includes 'No filter', 'B2500 - Aluminium semi products', 'D1500 - Alloyed bar steel, stainless', 'D3900 - Other types of alloyed steel', 'E1120 - [DE] Blechkonstruktionen aus Edelstahl', 'E1500 - Stamped, drawn, bend parts: Sheet metal', 'E2010 - [DE] Baugruppen aus Druck- und Zugfedern', and 'E2010 - [DE] Baugruppen aus Druck- und Zugfedern'.
 - Manufacturer of machines or systems:** Includes 'No filter', 'PA-PKM Wabblingen DE', 'PA-CC Viersen DE', 'PACA Ecublens CH', 'PACT Altendorf CH', 'PACB Beringen CH', and 'PA-PHS Wabblingen DE'.

At the bottom, there are three buttons: 'Search now!', 'Save as...', and 'Cancel'. The 'Save as...' button is highlighted with a yellow box and the number 4.




If you find you are using certain product searches repeatedly, creating a personal product search will allow you to save and manage your specified search criteria. Please use the form as shown in the example on the left. Select your search criteria on the form or enter some of the following information in the appropriate field: Bosch part number, catalogue part number, your part number or description. It is sufficient to enter partial words or part numbers. You can use several different search criteria to refine your search. To save a newly created personal product search, select save as and name your search.

- 1 Search for products containing the word “screw”.
- 2 Search for products having a price.
- 3 Search for stock part.
- 4 Save new personal product search.

Tip: By holding down the control key (Ctrl) you can select several criteria within the same category.

Search – Icons





Search functions

-  Quick Search
-  Advanced product search
-  Personal product search





Packaging machine manufacturers of various machine types

-  Beringen (Bng) – Sigpack
-  Crailsheim (Cr) – Bosch Pharma
-  Ecublens (Ecu) – Sapal
-  New Richmond (Nrd) – Doboy
-  Remshalden (Rem) – Paal Elematic
-  Schiedam (Sdm) – Tevopharm
-  Viersen (Vi) – Bosch Confectionery/Cosmetics
-  Waiblingen (Wa) – Bosch Pharma/Package Makers
-  Weert (Wee) – Bosch Vertical Baggers

Information on product type

-  Wear parts
-  Spare parts
-  Electrical parts
-  Regular machine parts





Information on spare part prices

-  Price availability
-  Scaled price
-  Price change
-  Discount








Tip: All icons have an additional online help function containing a brief symbol definition.

Search – Icons




Availability information

-  Bulk materials. Products may be ordered in large quantities.
-  Delivery from stock
-  Remaining stock (special stock) available
-  Manufactured or sourced at customer's request.
For delivery times and prices see detailed view.

Ordering information

-   Direct orders possible/not possible
-  Discontinued lines
-  Change/Size parts
-  Technical clarification required
-  Repair part
-  Substituted part

Other E-Portal icons

-  Cross references
-  Data upload/download
-  Change name (memo etc)

Search Result – List View

The screenshot displays the Bosch E-Portal interface. At the top, there's a navigation bar with 'Home', 'Product Search', 'E-Service', 'Profile', and 'Installed Base'. A search bar is present with a magnifying glass icon and a dropdown for '7 Pieces' and '3 Pos.'. Below the navigation bar, it says 'Found parts: 13'. The first product entry is 'RADIAL BALL BEARING 20/47X14 6204ZZ' with a small image of the bearing. To its right, technical specifications are listed: 'Price per unit: 4.45 EUR', 'Purchase order quantity unit: 1 PCE', 'Minimum order quantity: -', 'Delivery time ex works: 2 day(s)', 'Stock information: Stock Material (managed with safety stock)', and 'Available quantity on stock: 49 PCE *'. Below the product name, there's a link '> Detailed Part View'. The second product entry is 'HEATER SHAFT BELOW' with a small image of the shaft. Its specifications are: 'Price per unit: 2.023.58 EUR * Price reduction!', 'Purchase order quantity unit: 1 PCE', 'Minimum order quantity: -', 'Delivery time ex works: 2 day(s)', 'Stock information: Stock Material (managed with safety stock)', and 'Available quantity on stock: 3 PCE *'. Below the product name, there's a link '> Detailed Part View'. Numbered callouts 1 through 7 are placed over the interface elements as described in the text.

- 1 Filtering, grouping and sorting functions.
- 2 Create a request for an unknown part (see Tip).
- 3 Further search results.
- 4 Detailed view of product.
- 5 Save part to a memo.
- 6 Enter quantity of order/request.
- 7 Add a part to the basket.

The product search returns a list view of spare parts matching your search criteria. This list view contains product information such as part number, price, delivery time and availability. Products may be transferred into a memo or into the basket. Once the product has been transferred into the basket, you can then order it or request a quote. By clicking on a product in the list view, the detailed view is shown.

Tip: If the search result does not return the part/s required, a request for an unknown part can be sent to us using the enquiry form. You can enter any product information you have and attach any relevant documents (e.g. photos) and we will reply back to you with a quote.

Search Result – Detailed View

E-Portal - Bosch Packaging Services

Home Product Search E-Service Profile Installed Base

Detailed Part View

1 **HEATER SHAFT BELOW**
 Bosch Part No. 54544434
 Material Group -
 Catalogue Part No. 54544434

2 Additional Information / Supplementary Parts

Price per unit	2,023.58 EUR * Price reduction!
Purchase order quantity unit	1 PCE
Minimum order quantity	-
Delivery time ex works	2 day(s)
Stock information	Stock Material (managed with safety stock)
Available quantity on stock	3 PCE *

3 Cross References
 • E-Portal light E-PORTAL DUMMY 1046859

4

5 **6**

[Back](#)

The detailed view shows all available information on a product. The cross references show which of your company location's machines contain the relevant part. The item Additional Information/Supplementary Parts provides further product information and documentation.

- 1** Part description.
- 2** Additional documents and supplied supplementary parts.
- 3** Cross references.
- 4** Product class and stock information.
- 5** Enter quantity of order/request.
- 6** Add product to the basket.

Tip: All unit price information and stock availability marked with an asterisk (*) confirms an online connection, meaning you are shown the most up to date prices and availability.

Memo

Action	Name of the memo	No. of Items	Created on	Modified on	Created by
	Modernization June 2011	3	2011.05.10	2011.05.10	> service.packaging@bosch.com
	Modernisierung Juni 2011	3	2011.05.10	2011.05.10	> sportal-pa-cs@bosch.com
	Werkung 09.05.2011	2	2011.05.09	2011.05.10	> sportal-pa-cs@bosch.com
	Maintenance May 2011	2	2011.05.10	2011.05.10	> service.packaging@bosch.com

- 1 Open overview of saved memos.
- 2 Create memo.
- 3 Open and edit memo.
- 4 Add complete memo to the basket.

In list and detailed view of the search result, parts may be added to a memo. This means product information is saved for future orders or maintenance projects. When the memo is opened, the relevant products are shown for review and can then be placed directly into the basket. From the basket, you can then place an order or issue a request for quote.

Please note: All E-Portal users of your company location have access to stored memos. However, memos may only be edited by the user who has created them. The memo always shows you current prices and availability.

Tip: You have the option of saving memos or baskets from the E-Portal locally on your computer as csv files. You can also upload csv files to the E-Portal (import/export part). This function is also available inside the basket.

Basket

The screenshot shows the 'Basket' page of an online ordering portal. The top navigation bar includes links for Home, Product Search, E-Service, Profile, and Installed Base. A search bar and a shopping cart icon with a '1' are also present. The main content area is divided into four sections, each with a numbered callout:

- 1** Open basket: Located in the top right corner, showing a shopping cart icon with a '1'.
- 2** Parts available to order (2,023.58 EUR): This section displays a product named 'HEATER SHAFT BELOW' with a Bosch Part No. of 54544434. It includes a table with pricing and availability information:

HEATER SHAFT BELOW	
Bosch Part No.	54544434
Material Group	-
Catalogue Part No.	54544434

 Below the table, there are links for 'Detailed Part View', 'Memorise', 'Remove', and 'Quantity: 1 > Change'.
- 3** Parts requiring a request for quote: No price defined or blocked for sale: This section displays a product named 'GUIDE' with a Bosch Part No. of 56162210. It includes a table with pricing and availability information:

GUIDE	
Bosch Part No.	56162210
Material Group	-
Catalogue Part No.	56162210
Your Part No.	-

 Below the table, there are links for 'Detailed Part View', 'Memorise', 'Remove', and 'Quantity: 1 > Change'.
- 4** Unknown parts for the request for quote: This section is currently empty.

- 1 Open basket.
- 2 Products available to order or request for quote.
- 3 Products which cannot be ordered and issue a request for quote.
- 4 Unknown parts issuing a request for quote. On request we will provide detailed information on unknown parts (see Tip page 10).
- 5 Issue order/request for quote.

The basket contains any products you have added either for orders or requests for quotes. If the basket is empty, products may be added via quick search, product search (see page 10) or transferred from a memo (see page 12). The basket information then shows whether products may be available to order or first require a request for quote. Should you require a written quote prior to ordering the selected products, you can specify this in a later step of the ordering/requesting process (see page 14).

Please note: In order to use the basket functions you require an activation key (see page 14). It is also worth noting that only memos – not baskets – can be saved. All products in a basket should therefore be saved in a memo before leaving the portal.

Basket – Order/Request for Quote

The screenshot shows the 'E-Portal - Bosch Packaging Services' interface. The top navigation bar includes 'Home', 'Product Search', 'E-Service', 'Profile', and 'Installed Base'. The 'Order / Request Process' is shown with a progress bar indicating steps: Basket, Activation, Contact Details (highlighted with a red bar and a yellow '1'), Overview, and Completed. The 'Process' section on the left contains a 'Type of process' dropdown set to 'Split' (highlighted with a yellow '2'), a 'Reference / PO No.' field with 'May 2011', and 'Immediate shipment' options. The 'Delivery Address' section on the right (highlighted with a yellow '3') includes fields for 'Company Name', 'Street', 'ZIP Code', 'City', 'State', and 'Country'. The 'Contact' section (highlighted with a yellow '4') is partially visible.

Orders or requests for quote from the basket are executed in five steps:

1. Acceptance of general conditions of use
2. Enter activation key. If you have not yet been provided with a key, follow the instructions on the portal.
3. Edit contact/dispatch and delivery details as well as customer address. To order products immediately select Split, to issue a request for quote select Request for quote.
4. Check overview details.
5. Send order/request for quote.

- 1 Overview of order/request process.
- 2 Select Split or Request for quote.
- 3 Enter delivery details.
- 4 Enter contact details.

Tip: All fields marked * must be filled in.

E-Service – Functions

The screenshot shows the Bosch E-Portal interface. The top navigation bar includes 'Home', 'Product Search', 'E-Service', 'Profile', and 'Installed Base'. The 'E-Service' tab is selected. Below the navigation bar, there are three numbered callouts: 1. Quote Overview, 2. Order Overview, and 3. Parts Overview. The main content area displays a table of document statuses with columns for Document status, Document number, Show PDF, Create memo, Reference / PO No., Creation date, Offer valid until, Part number, Part overview, 2010, 2011, and Total.

Document status	Document number	Show PDF	Create memo	Reference / PO No.	Creation date	Offer valid until	Part number	Part overview	2010	2011	Total
Available to order	0020320381		> Add		2011.05.04	2011.06.04			9	9	
							> 56162267	> Go to overview		1	1
							> 56163629	> Go to overview		2	2
							> 56163640	> Go to overview		1	1
							> 56163721	> Go to overview		1	1
							> 56163796	> Go to overview		3	3
							> 56166618	> Go to overview		1	1
Expired	> 0020320381		> Add		2011.05.04	2011.06.04			2	2	
Expired	> 0020320382		> Add		2011.05.04	2011.06.04			12	12	
In process	> 0020320380		> Add		2011.05.03	2011.06.03			4	4	
Total									0	27	27

The E-Service tab provides online information on quotes and orders. Following an order or request for quote, the baskets are transferred into here for reference. It is worth noting that this section shows all quotes and orders requested by your company location – not just requests that have been processed via the E-Portal.

- 1 **Quote Overview:** Here you can view quotes and the products included. For any quote available to order you can place an order with us without creating a basket. Quotes can be stored as memos by clicking Add in the Create memo column of the quote overview.
- 2 **Order Overview:** This section displays all confirmed orders from your company location, as well as closed orders that have already been delivered.
- 3 **Parts Overview:** This section displays an overview of products which have been ordered or quoted to your company location within the past 24 months. It provides you with an overview of relevant spare parts at your company location.

Tip: You can save quotes and orders as memos and then transfer them to the basket to request an updated quote or place an order.

Profile

E-Portal - Bosch Packaging Services

Home Product Search E-Service **Profile** Installed Base

Search... (7 Places) (3 Pos.)

Profile Settings

Customer Data **Settings** Contact Password

Address

Company Name: E-Portal Example Customer
 Street: Portakasse 15
 ZIP Code, City: 5300 CB Portalia
 State:
 Country: Netherlands
 Phone:
 Fax:
 E-mail:

Bosch Customer Number: 0001040559
 OCS Purch-Ord activated?: Yes
 Order and Request activated?: Yes (Activation key is assigned)
 Invoicing Currency: EUR
 Registered users:

- John Doe > service.packaging@bosch.com
- Max Mustermann > aportal-pa-ca@bosch.com

Send link of the E-Portal Login to a collaborator
 (Insert E-mail):

Under the profile tab your personal user data, as well as your company specific details can be managed. Customer data shows your company address, location-specific settings and all registered employees. Here you can change your password and edit display settings. Under the profile tab you will also find your Bosch contacts.

- 1 Managed areas in E-Portal profile.
- 2 E-Portal users at your company location.
- 3 Forward the E-Portal link to other employees.

Tip: If other employees want to use the E-Portal, you can forward the link using the appropriate field under customer data. For associates who are not authorised to use the E-Portal use the appropriate link to block these users.

Installed Base

E-Portal - Bosch Packaging Services

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Home Product Search E-Service Profile **Installed Base** 1

Search: (7 Pieces) (3 Pos.)

Installed Base

The following machines are installed at your location:

Machines > Add a machine 2 Filter Sort 1

Action	Machine Type	Machine Number	Manufacturer	Year of Manufacture	Warranty Expiration	In-house description	Remark	Building	Line	Inventory Number
> Edit ARF 1020		63835204	TA-FNE, Crailsheim DE	2011	2012	Pharma		Nr.13	Halle 6	Stand B09-C58
> Edit MLF 4040		63835208	TA-FNE, Crailsheim DE	2011	2012	Pharma		Nr.16	Halle 6	Stand B09-C58
3 > Edit CPS 1800		8100719454	TA-FNE, Weidenhofen DE	2011	2012					
> Edit BVK2000B		710712M50	TA-CC, Vöcklabruck DE	2011	2012	Confectionery		Nr.11	Halle 6	Stand B09-C58
> Edit BLK250BR		710703M50	TA-CC, Vöcklabruck DE	2011	2012	Confectionery		Nr.3	Halle 6	Stand B09-C58
> Edit ANL-ELE		1000SL	TA-CC, Vöcklabruck DE	2011	2012					
> Edit RAS		009	TA-CC, Vöcklabruck DE	2011	2012	Pharma		Nr.7	Halle 6	Stand B09-C58
> Edit RAS-Zuführung		009	TA-CC, Vöcklabruck DE	2011	2012	Pharma		Nr.7	Halle 6	Stand B09-C58
> Edit RL300		X	TA-CC, Vöcklabruck DE	2011	2012	Pharma		Nr.1	Halle 6	Stand B09-C58

The installed base tab lists all machines known to us that are installed at your company location. Here you can manage all information regarding your installed base. This enables you to view current parts lists as well as to conduct machine-specific product searches.

- 1 Open overview of installed base.
- 2 Register new machine or facility.
- 3 Edit installed base.

Additional Functions

The E-Portal offers the following additional functions:

Using the **Open Catalog Interface (OCI)** product information may be transferred to your internal purchasing catalogue or ERP system. This allows you to order parts via your company own internal system whilst being able to use the E-Portal information.

In the **Corporate Portal** several location-specific E-Portals may be combined. This combination may be for the benefit of a corporation, a purchasing organisation, a region, or an agent etc. It enables an E-Portal user to manage the ordering process for several locations while having access to relevant information on all spare parts.

For further information on these functions visit www.boschpackagingservices.com and go to the E-Portal section.

Notes



You will find your local partner at:
www.boschpackagingservices.com

